MAXIS ONE TECHNOLOGIES, L.L.C.

WWW.MAXISONE.COM

BRINGING THE NEXT GENERATION OF VOICE TECHNOLOGY TO YOU

CLOUD-BASED VIRTUAL HOSTED PBX USER'S MANUAL

July 27, 2015

MAXIS ONE TECHNOLOGIES, L.L.C.

A Service-Disabled Veteran-Owned Business (SDVOSB) (CVE)

Phone: (888) 588-6371 Email: quote@maxisone.com WWW.MAXISONE.COM

DUNS 962521964 CAGE 60KV6

Maxis One Technologies, L.L.C. Copyright 2015

Legal Notice

The information contained in this document is subject to change without notice. Maxis One Technologies, L.L.C. (Maxis) makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Maxis shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material. This document contains proprietary information which is protected by copyright. The contents of this manual and the associated software are the property of Maxis, and all rights are reserved. No part of this document may be photocopied, reproduced, stored in any computer format, translated to another language, or publicly displayed without the prior written consent of Maxis. The information contained herein has been prepared by Maxis solely for use by Maxis employees, agents, and customers. Dissemination or use of the information or concepts contained herein to or by other parties is prohibited without prior written consent from Maxis.

Maxis One Technologies, L.L.C. Copyright 2015

Table of Contents

Introduction..... 3
Voicemail Settings 3
Call Forwarding..... 4
Call Screening..... 4
Call Blocking..... 4
Call Recording..... 5
Edit Conference..... 5
Conference Manager 5
Contacts & Directory..... 6
Voice Mail..... 6
Recorded Calls..... 6
Calls History..... 6
Preferences..... 7
Maxis One VoIP PBX Quick Reference Guide…… 8

Maxis One Technologies, L.L.C. Copyright 2015

INTRODUCTION

Maxis One VOIP User Portal is a web interface which enables you to specify how the calls to your extension are handled; configure call forwarding; utilize call screening and call blocking; effectuate call recordings; manage your voice mail messages and recorded calls; dial using personal contacts and company directories; and view your call history. To access the MAXIS One VoIP User Portal go to **www.maxisone.com** Home Page and enter your user name and password in the client login area or go to **mymenu.maxisone.com** to login. Your Username and Password will be provided by Maxis One.

Maxis One VOIP User Portal includes the following screens:
Voicemail Settings gives you the ability to set your preferences to manage voice mail messages.
Call Forwarding: allows you to configure call forwarding rules.
Call Screening: allows you to configure the rules for screening inbound calls.
Call Blocking: allows you to block calls from certain numbers and specify what to do when the caller ID is not known or available.
Call Recording: (if enabled) allows you to set rules for call recording.
Conferences: allows you to configure a personal conference room and manage it in real-time.
Contact & Directory: allows you to make calls by selecting phone numbers from the company directory. Also allows you to create and manage your own personal contacts.
CRM Screen Pops: allows you to query your CRM for information about people calling you, or find the information about callers in public search engines such as Google, White Pages, etc.
Voice Mail: gives you the ability to access and manage voice mail messages.
Recorded Calls: (if enabled) allows you to access and manage recorded calls.
Call History: allows you to view all of the calls to and from your extension.
Preferences: allows you to change your personal settings and web interface preferences.

VOICEMAIL SETTINGS

PIN. Personal Identification Number for accessing voice mail.
Notify by Email. Check this if you would like to be notified about new voice mail messages via email. If this is checked, then Email address is also required.
Email address. Your email address.
Attach messages to email. Check this if you would like the voice mail messages to be attached to the e-mail notifications.
Delete after delivery. Check this if you would like voice mail messages to be deleted after they are delivered via email.
Notify by pager. Check this if you would like to be notified about new voice mail messages via pager. If this is checked, then a Pager is also required.
Pager. Pager address.

Maxis One Technologies, L.L.C. Copyright 2015

CALL FORWARDING

This screen allows you to specify call forwarding rules and enable call forwarding. Note that you can enter the information you use frequently (for example a list of numbers for Find Me / Follow Me) and then "Enable" or "Disable" it as needed by using radio buttons.

Voicemail – specify whether incoming calls should be forwarded to voice mail and how long your phone is going to ring before the caller is sent to voice mail.

Call Forwarding Always allows you to forward all of your incoming calls to a different phone number, such as your home, office, or cell phone. Note: if Call Forwarding Always is enabled it will take precedence over Find Me/Follow Me. You can also set the phone number to forward by dialing feature codes. *72 – Activation *73 - Deactivation

Call Forwarding Busy allows you to forward using all of your incoming calls to a different phone number if your phone is currently busy. Use this feature when you would rather have a co-worker receive the call instead of the caller being sent to your voice messaging box. You can also set the phone number to forward using by dialing feature access codes.
*90 – Activation *91 - Deactivation

Find Me/Follow Me allows you to forward your incoming calls to a different phone number. You can specify up to 5 phone numbers which can be either dialed at the same time or sequentially. You can specify whether the phone associated with your extension will
be called or not, and whether the numbers will be called simultaneously or one after another.
You can enable Find Me/Follow Me for all callers or only from certain callers by entering the caller IDs of these callers. You can also set one phone number to forward using by dialing
feature access codes. *92 – Activation *93 – Deactivation

CALL SCREENING

This screen allows you to specify call screening rules and enable call screening. You can specify call screening options for calls with or without a caller ID. For calls with caller ID, you can request that the callers announce themselves. You can also enter a list of caller IDs for the callers you would like to exclude from screening. For calls without caller ID you can request that the callers announce themselves and/or enter their caller ID. You can combine Call Screening with Find Me / Follow Me. If you would like to hear callers' announcements while receiving a forwarded call, you should check "Play caller announcement while in
follow-me mode." Note: you can enter the information once and then "Enable"/"Disable" call screening as needed.

CALL BLOCKING

This screen allows you to specify call blocking rules and enable call blocking. You can specify call blocking options for calls with or without a caller ID. For calls with caller ID, the options are "Block" or "Allow." If you are blocking calls, you can enter caller IDs of callers to be excluded from blocking. If are not blocking all calls, you can enter caller IDs of callers that you would like to block. For calls without caller ID, the options are simply "Block" or "Allow." You can specify how the blocked calls are to be handled by choosing from the list of "When blocking calls" options. Note: you can enter the information once and then "Enable"/"Disable" call blocking as needed.

Maxis One Technologies, L.L.C. Copyright 2015

CALL RECORDING

This screen (if enabled) allows you to specify whether the calls to and from your extension will be recorded. Note: this option may be disabled by your system administrator. If the option is disabled, the screen will not be available. The options are to record all calls, not record calls, or record calls selectively by pressing a key sequence. By default this key sequence is #9.

EDIT CONFERENCE

Your administrator may configure your extension with access rights to one or more conference rooms. In this case, the Conferences screen will be available. Clicking on a conference number will present the Edit Conference screen where you could configure the options for a conference.

Maximum number of participants. Maximum number of participants that are allowed to join the conference.

Wait until the marked user enters the conference. If this option is set, users will have to wait for a marked user. (In PBX Manager, a user who enters administrators password is considered to be the marked user.)

Enable music on hold when single caller. If set, this function will enable music-on-hold even when the conference has a single caller.

Music-on-Hold. Music-on-hold associated with the conference. The music plays when users are waiting for a marked user.

Present menu (user or admin) when '*' is received. If set, this function will allow a voice menu to play to a user who presses an * key. The options presented are dependent on whether it is a regular user or an administrator who presses the key. This includes muting and unmuting, increasing or decreasing volume, etc.

Announce user(s) count on joining a conference. If set, this function will play an announcement on a user count to users joining the conference.

Announce user join/leave. If set, this function will play an announcement every time someone joins or leaves the conference.

Set talker detection. If set, this function will send information about the current talkers to the Asterisk Manager Interface. (This is required if you would like to see who is speaking in the PBX Manager -> Manage Conference screens)

Set talker optimization. Improves conference sound quality and reduces transcoding overhead by muting participants who are not currently speaking .

Record conference. If set, this function will record the conference. Use this with caution as the recordings can be quite large.

Other options. Other options for Asterisk MeetMe application. See Asterisk MeetMe application documentation for details.

To access the **Conference Manager** screen to manage a conference in progress click **Manage Conference** link.

CONFERENCE MANAGER

Conference Manager screen allows you to manage the conference in real-time. Each conference participant is displayed on the screen with the indicators of the status and whether the participant is talking. Commands are available to mute/unmute participants, raise and lower volume, lock the conference (so that no more participants can join), and “kick” participants off the conference.

Maxis One Technologies, L.L.C. Copyright 2015

CONTACTS & DIRECTORY

This screen provides access to contacts stored in the office directory and personal contacts. This function allows you to initiate calls from your phone using the "click-to-call" feature.
Selection Filter allows you to quickly find directory entries based on Last Name, First Name or Department. For each of these fields you can specify whether you are looking for an exact match or entries starting with or containing the specified string. If multiple fields are specified, all of the fields are combined in the filter. You can switch between your Personal Contacts and Company Directory by checking an appropriate option and clicking Select. To call a contact, select one of his/her phone numbers from the drop down list in the Phone column, and click Call. Your phone will ring and when you pick it up you will hear it ringing your contact's phone. While in Personal Contacts you can create additional Contact records
by clicking Create Contact button. To delete a Personal Contact, select the Contact by using the check box on the left and click on Delete Selected.

VOICE MAIL

This screen allows you to manage your voice mail messages. To listen to a voice mail message, click PLAY, and the message to be downloaded and played (provided that you have an appropriate audio player software). To delete a voice mail message, select the message using the check box on the left and click on Delete Selected. Voice mail messages can be organized into folders. To create a new folder, you can enter the folder's name and click Create button. To move or copy voice mail message(s) to a folder, select it using the check box on the left, select the target folder from the drop down list and click on either Move to folder or Copy to folder button. You can also send your messages to other people via email. To send message(s), select them using the check box on the left, enter email address into Send to field (or choose it from a list by clicking... button), enter Subject and (optional) email text, and click Send email button.

RECORDED CALLS

This screen allows you to manage recorded calls associated with your extension.
To listen to a recorded call, click on PLAY, and the recorded call will be downloaded and played (provided that you have an appropriate audio player software). To delete a recorded call, select the call by using the check box on the left and click on Delete Selected. You can also send your recorded calls to other people via email. To send recorded call(s), select the recorded call(s) using the check box on the left, enter email address into Send to field (or choose it from a list by clicking ... button), enter Subject and (optional) email text, and click
Send email button.

CALLS HISTORY

This screen shows you the calls you made as well as the calls received at your extension.
You can specify a selection filter to be applied. You can filter by a range of dates, caller id, and source and destination. You can sort records by clicking on the headers of any column;
clicking on the same header again reverses the sort order.

Maxis One Technologies, L.L.C. Copyright 2015

PREFERENCES

Language. Your preferred language for the User Portal web interface.
Color scheme. Your preferred color scheme for the User Portal web interface.
Password. Your password for accessing User Portal web interface.

Maxis One Technologies, L.L.C. Copyright 2015

MAXIS ONE VOIP PBX QUICK REFERENCE GUIDE

Feature Code Followed by Description and Scrip

*41, Company Directory, Dial by Name, Company Directory

*51 Voice Prompt Recording Using Web Callback Voice Prompt Recording (web)

*72 Call Forward Always Activation Call Forwarding Prompted

*73 Call Forward Always Deactivation Cancel Call Forwarding Prompted
*73 Call Forward Always Deactivation Cancel Call Forwarding Dialed

*90 Call Forward Busy Activation Call Forwarding Prompted

*91 Call Forward Busy Deactivation Cancel Call Forwarding Prompted
*91 Call Forward Busy Deactivation Cancel Call Forwarding Dialed

*92 Call Forward No Answer Activation Call Forwarding Prompted

*93 Call Forward No Answer Deactivation Cancel Call Forwarding Prompted
*93 Call Forward No Answer Deactivation Cancel Call Forwarding Dialed

*96 Call Forwarding Status for Caller's Phone Check Call Forwarding

*98 Check Voice Mail Check VoiceMail

*99 Phone Intercom Connect Directly to Extension Speaker

601 Sample Extension to go to a Voice Menu Go to IVR/Menu

602 Sample Extension for Testing of Default Music-On-Hold Test Music-On-Hold

603 Sample Extension to Prompt For and Go to a Conference Room Go to Conference (prompt)

604 Sample Extension to Set Day/Night Mode Set-Day-Night-Mode

*8X Pickup Call in Pickup Group Pickup Group pickup
*8X Pickup Call on Direct Extension Directed call pickup

Maxis One Technologies, L.L.C. Copyright 2015